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To: [Spalding, Susan](#); [Mason, Steve](#)
Subject: HURRICANE HARVEY COMMUNITY LIAISON PLAYBOOK 2017
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Attachments: [HURRICANE HARVEY CL INITIATIVE PLAYBOOK Sept. 2017.docx](#)

Good afternoon,

Info requested attached.

Thanks,

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Region 6
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Hurricane Harvey Response 2017
Community Liaison (CL) Plan
September 5, 2017

OVERVIEW

The purpose of the Community Liaison (CL) effort is to help Texas communities with environmental impacts from Hurricane Harvey understand what resources are available to help them to recover.

GOAL OF THE CLs

The CL will actively engage County Emergency Operations Centers to apprise them of potential support to deal with environmental problems in recovery from state and federal government. Topics include: disposal of household hazardous waste, recycling white goods, clean drinking water, restoration of wastewater systems, indoor mold, solid waste. The Community Liaison should be able to educate and disseminate information that is useful to both individuals and local governments about floodwater safety, entry back into home, drinking water and other environmental considerations. The CL team will also assist with the integration of long-standing environmental justice networks with local response activities to further leverage information sharing.

The CL team will also learn from the operations centers and environmental justice networks what further needs exist and report back through the EPA Emergency Operations Centers in Corpus Christi, Houston and Beaumont to the REOC CL Coordinator. The CL Coordinator will provide for overall coordination and ensure materials comply with the Agency's Crisis Communication Plan (CCP). The REOC will coordinate all materials for 'review, approve and release' procedures established for this specific incident.

We are committed to provide positive, productive and supportive work environments throughout the many counties affected by Hurricane Harvey.

Outreach efforts:

EPA best practices (Model Municipal Debris Management Plans)

EPA model programs (HHW Program Guidance, Tools for Schools)

EPA/FEMA/CDC information documents (flyers, brochures, PSAs, etc.)

ROLE OF THE CLs

CL's will be tasked to perform the following:

- Coordinate with county official(s) outlining EPA's information assistance.
- Provide information for local use – examples of fact sheets, brochures, etc.
- Provide suggestions, ideas and guidance on the distribution of information in neighborhoods directly to citizens through established networks
- Listen and discover information that communities need to assist their efforts and report back to the CL Lead Representative
- Work with local organizations to support their efforts to maximize the use of resources available, and find opportunities to integrate long-standing EJ networks
- Information sharing with EOC/Network.

CHALLENGES:

- Consistency and being effective
- Flexibility
- How to communicate
- Skills
- Patience & Communication
- Make people feel you care and we are there to help

DON'T

- Be afraid to tell folks when their request is outside EPA mission assignment
- Don't make promises that you PERSONALLY cannot keep
- Don't take it personal or try to do everything; you are part of a team
- Don't fall into your career position at EPA; this is a special assignment
- Don't reach into your home department or friends at EPA; use the system, it works!
- Don't speak for other agencies about their work. Refer and facilitate making contact instead
- Don't print large quantities of handouts. Instead, have a few for examples and share electronic files with other organizations for them to print and share as needed.

DEVELOP EVALUATION PROCESS to know its working!

HOW TO NOTIFY COUNTY CL's will be there to assist in efforts?

Lead Representative: Obtain contact information for each county where CL's will be located prior to CL's departure/arrival.

REQUIRED TRAINING PRIOR DEPLOYMENT/WHAT TO EXPECT DURING

DELPOYMENT

In House briefing roles/responsibilities/expectations

The following will be discussed with the CL's on the morning prior to departure:

- Top Line Talking Points
- Roles to be Performed
- Safety briefing
- Tips while working in county offices
- Education on the topics to be disseminated
 - Debris Management
 - Returning Home Issues – Mold
 - Standing/Flood water safety tips
 - Disinfection of private wells and septic tanks
- Contact information for issues outside of EPA's mission will be provided through the CL Lead Representative from the EPA ESF-15 JIC PIO.
- Direct questions received during deployment back to Region 6 CL Lead Representative in REOC

Lead Representative Develop Form to completed by CL

HOW TO SHARE INFO/EACH AREA MAY BE UNIQUE

EPA has activated the Public Information Assistant Team (PIAT) in Dallas. This team provides centralized support for the front-line response community. The PIAT will provide approved materials via the CL Lead Representative for dissemination to CL personnel in the field.

CLs should not generate information directly. CLs should work through the approved process. Information gaps should be relay to the CL Lead Representative and the PIAT will develop materials. All PIAT request go through the CL Lead Representative and the REOC PIO.

CLs share information within the county EOC response community to facilitate further distribution to the public. Our materials should be shared as examples and we should support customization by local organizations as they deem necessary. The goal is to assist, not direct.

EPA routinely provides public statements and press releases regarding our efforts in response to breaking issues or daily response activities. This information will be shared with the CLs with the intent of further distribution within the county EOC networks.

Other

FEMA has access to printing and translation services if you discover a community needs help with them. Please let the CL Lead Representative know about the opportunity and we will work a request through the correct assistance channels.

GENERAL TOPICS

ITEMS TO KEEP/THROW AWAY

HOW TO DISPOSE OF DAMAGED PROPERTY

WHO'S BACKYARD WILL THE DEBRI BE TRANSPORTED TO??

DISPOSAL/HOUSEHOLD WASTE

SEPTIC SYSTEMS

FLOOD CLEANUP

DISASTER DEBRIS

MANAGING PHARMCEUTICALS

Daily Accomplishments form attached:

Report due: Daily by 4pm

Lead Report due: Daily by 9pm

Integration of EJ/Access to EJ Screen

GENERAL RESOURCES

www.epa.gov/hurricane-harvey

www.epa.gov/hurricanes

www.epa.gov/floods

<https://www.tceq.texas.gov/response/hurricanes>

For more information regarding roles/responsibilities issues or concerns:

Janetta Coats

EPA Region 6

Community Liaison Lead Representative

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